

**Information Services Technician
Recruitment #13-12**

Superior Court of California, County of Yolo

Job Announcement & Supplemental Questions

Vacancies may be filled on a Limited Term basis

Information Services Technician Recruitment # 13-12

Salary:

Hourly: \$14.74 - \$16.34

Annual: \$30,650 - \$33,982

CLOSING DATE: 5pm on Wednesday, April 3, 2013

POSITION SUMMARY

The Information Services Technician is responsible for providing technical support in the installation and maintenance of computer applications and information systems. The Information Services Technician is an entry level position. Employees initially work under close supervision performing a variety of technical/operation duties of less than average difficulty while learning more specialized, complex work. This position is non-exempt from the Fair Labor Standards Act, confidential and "at-will".

ESSENTIAL DUTIES include, but are not limited to:

- Provide regular systems maintenance including virus scan, disk defragmentation, and disk scans for surface integrity
- Determine that computer equipment is in proper operating condition and report malfunctions to the supervisor
- Ensure that a secure environment is maintained for all computer equipment, data files, supplies, etc.
- Maintain an accurate report of equipment and/or software malfunctions. Keep the computer equipment clean and perform other operator maintenance functions regularly.
- Ensure that system backup procedures are successfully performed regularly according to a predetermined schedule
- Implement basic hardware and software installations and upgrades; install and/or relocate information systems hardware and software; provide referrals to appropriate parties when malfunction occurs and track the problem until it has been resolved

**Information Services Technician
Recruitment #13-12**

- Provide basic hardware and software systems support, basic office automation application support, and troubleshooting, serve as contact person for helpdesk
- Maintain files of systems documentation and licenses
- Travel may be required between Sutter and Yolo Courts
- Perform other related work as required by business needs
(Reasonable accommodation will be made when requested and determined by the Court to be appropriate under applicable law.)

Knowledge, Skills and Abilities:

- Basic information systems technology; basic practices and techniques of software use, configuration and revision
- Office automation applications and personal computers; related office support software (e.g. Microsoft Office, etc.) and other software applications that are unique to the Court
- Basic principles and techniques of electronics and computer systems
- Basic tools, equipment, practices and procedures of repairing computer networks, peripheral devices, and telecommunications equipment
- Customer service skills
- Time management; the ability organize and manage multiple priorities
- Excellent interpersonal and communication skills
- Commitment to court values
- Perform work that is assigned, scheduled and prioritized by others
- Resolve basic problems encountered with personal computers and peripheral equipment
- Provide basic technical assistance to other personnel
- Understand and implement verbal and written instructions
- Write clearly and concisely; communicate effectively both verbally and in writing
- Work cooperatively with those contacted in the course of work

EMPLOYMENT STANDARDS

Any combination of education and experience that could likely provide the required knowledge, skills and abilities is qualifying.

Experience/Education:

One year of professional experience in a computer systems technical support position performing personal computer (PC) support.

OR

Successful completion, from an accredited college or university, of an Associate of Arts degree in computer science, information systems management, or a closely related field may be substituted for the required experience.

License Requirement:

A valid California driver's license or the ability to provide alternate transportation is required.

**Information Services Technician
Recruitment #13-12**

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to use dexterity and coordination utilizing hands to finger, handle or feel objects, use a computer keyboard, view a computer monitor, handle files, single pieces of paper, stacks of papers, and reference and other materials; reach with hands and arms; and stoop and kneel. Hearing and speaking are needed to listen effectively and to talk with individuals in person and by phone. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

The employee is frequently required to sit, stand, and move from place to place within the office. The employee is occasionally required to lift and/or move objects weighing up to twenty-five (25) pounds and reach for items above and below desk level. Lifting of objects weighing in excess of twenty-five (25) pounds will require team lifting. The noise and traffic level in the work environment are similar to a busy business office.

Normal business hours: 8:00 a.m. to 5:00 p.m., Monday through Friday. Overtime may occur occasionally. Travel may be required between Sutter and Yolo Courts.

The employee is expected to adhere to all court policies.

BENEFIT PACKAGE

Yolo Superior Court employee benefits for this position are described below:

- CalPERS retirement plan – Limited Term employees are enrolled in the CalPERS retirement plan after six months of employment.
- Employees participate in Social Security, Medicare and State Disability Insurance.
- The Court offers access to CalPERS health insurance (3 HMOs and 3 PPOs). The Court contributes to the monthly cost as follows: Employee only: \$511.82, Employee +1: \$1023.13, Employee + 2 or more: \$1329.72. An in-lieu health insurance benefit is available.
- Dental insurance enrollment is required and the Court contributes to the monthly cost as follows: Employee only - \$44.74, Employee +1 - \$80.52, Employee +2 or more - \$131.65
- Vision insurance enrollment is required and the Court contributes to the monthly cost as follows: \$13.30 (composite rate)
- Deferred compensation plans are available.
- A flexible spending account is available for qualifying medical or dependent expenses.
- The Court provides a \$10,000 life insurance policy and a \$10,000 accidental death and dismemberment policy at no cost. Employees may purchase additional coverage for themselves and dependents.

**Information Services Technician
Recruitment #13-12**

- Sick leave is earned at the rate of 8 hours per month
- New employees are granted 40 hours of vacation after 6 months of continuous employment, thereafter the rate of vacation accrual is 80 hours per year. The vacation accrual rate increases to 120 hours after 3 years.
- Additional benefits include up to 32 hours of floating holiday leave, 13 paid holidays and a comprehensive and confidential Employee Assistance Program.

RECRUITMENT PROCESS

This recruitment will establish an eligibility list which will be used for an undesignated period of time to fill future vacancies as the Court determines necessary. To be considered for this position, applicants are required to submit the following to Yolo Superior Court Human Resources on or before the final closing date of this announcement:

- **A completed Yolo Superior Court application form (including required supplemental questions)**

Court Human Resources will review the applications. Applicants who are successful in the application screening phase may be contacted for an examination and/or oral interview as vacancies occur. In the event the Court extends an employment offer, a background check, reference check, and drug screen will be required.

Official Yolo Superior Court application forms are available on the Court's Web site, www.yolo.courts.ca.gov or may be picked up from Court Human Resources at 601 Court Street, Woodland CA, 95695. Completed application and supplemental questions may be submitted in any of the following ways:

- Mail to Yolo Superior Court Human Resources, P.O. Box 1290, Woodland CA, 95776
- Drop off at Human Resources at 601 Court Street in Woodland
- Email to humanresources@yolo.courts.ca.gov
- Fax to Court Human Resources at 530-406-6883.

Application materials must be completed, signed, and **received by 5pm on Wednesday, April 3, 2013.** If emailing or faxing, you are required to follow up with submission of the original application within three business days of the final filing date of this announcement.

For more information contact a Human Resources representative at 530-406-6881.

**Information Services Technician
Recruitment #13-12**

Information Services Technician Supplemental Questions

Responses to these Supplemental Questions must be completed and submitted together with the required Court application form. Clarity, conciseness and completeness of answers are factors considered in the selection process. Responses to the Supplemental Questions will be used to evaluate your experience and qualifications for this position. Please place your name and the job designation "Rec #13-12 Information Services Technician" on each page of your response.

1. Please provide a brief description of your experience performing computer systems technical support.

2. Please complete the chart below – identifying the extent of your education above the High School level.

Name of School	Number of Semester Hours or Qtr Hours Completed	Major or Field of Study	Certificate or Degree Completed